

FRAUD PREVENTION

Quick Guide

Simple tips to help protect you from scams and fraud.



SIGNS OF A SCAM

- Pretend to be a person or organization you know
- Say there's a problem with your account or a prize
- Pressure you to act immediately
- Want you to pay in a specific way



PHONE SCAMS

- Don't answer calls from unknown numbers
- Don't share personal information
- Be wary of calls asking for money
- There is no prize
- You won't be arrested
- You don't need to decide now
- Call banks and companies directly



EMAIL & TEXT SCAMS

- Don't open or respond to unsolicited emails or texts
- Never click on a link in a text or email until you confirm it's legitimate.
- Be wary of messages that ask you to update or verify your information
- Be wary of messages that convey a sense of urgency or tell you an account has been compromised
- Check the identity of the sender, fraudsters can pretend to be anyone.



SOCIAL MEDIA SCAMS

- Limit the amount of information you share online
- Check your privacy settings
- Limit contacts to people you know, don't accept requests from strangers.
- Fraudsters steal photos and can pretend to be anyone, even celebrities or your family.
- Don't send money for an item unless you have seen it in person



CALLER ID CAN BE FAKED.

Never trust a phone number alone.



PROTECT YOURSELF ONLINE



ONLINE SCAMS

- Only visit and shop on websites you know and trust.
- Watch out for "pop up" messages. Don't click on them or call the phone number.
- No legitimate company will call and claim there's a problem with your computer.
- Always keep your security software updated and back up your data
- Use difficult passwords and update regularly
- Never give anyone remote access to your computer.



IDENTITY THEFT

- Protect your documents
- Be careful what you share
- Use strong passwords
- Protect your devices
- Monitor your accounts and statements



CATFISHING & ROMANCE SCAMS

- Verify their background: Look them up online and cross-check profiles.
- Run a reverse image search: Google to see if their pictures are being used elsewhere.
- Don't send money, gift cards, or invest in something they recommend
- Beware if they seem too perfect or fall in love quickly.
- They are often living or working outside of Canada
- They usually won't meet in person or video chat



CHECK YOUR CREDIT REPORT

To help prevent identity theft, check your credit report regularly with:

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EQUIFAX

 1-800-871-3250

 equifax.ca

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TRANSUNION

 1-800-565-2280

 transunion.ca



Review your report at least twice a year and report anything suspicious right away.

Useful Resources



Canadian Anti-Fraud Centre
1-888-495-8501



Service Alberta
1-877-427-4088

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